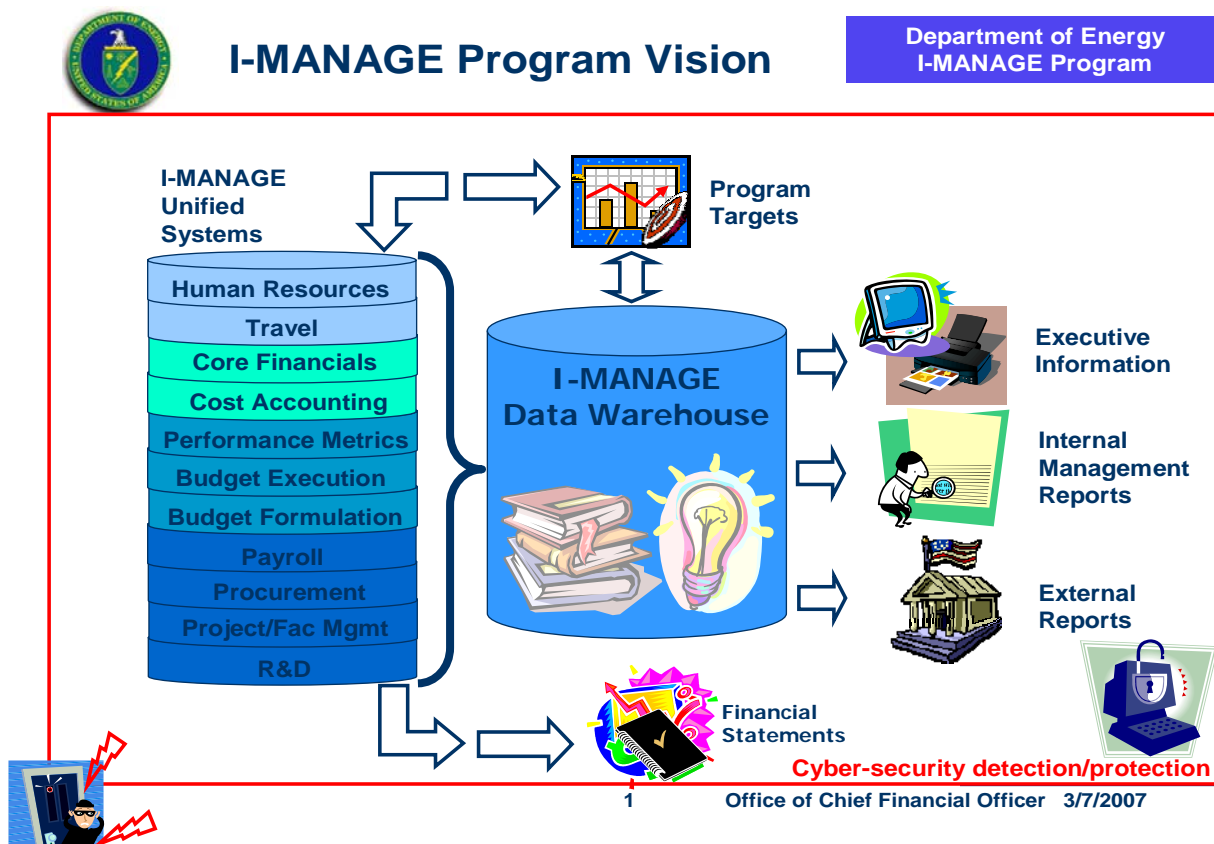




STARS/IDW (I-MANAGE) Business Line  
FISCAL YEAR 2007 – 2011 PLAN

## Executive Summary

**I-MANAGE Mission/Vision:** The I-MANAGE Program will consolidate and streamline Department-wide efforts to integrate financial, budgetary, procurement, personnel, program and performance information. This unified system will be supported at the core by a central data warehouse that links common data elements from each of the Department’s business systems. Each manager will use the central data warehouse as a “knowledge bank” of information about portfolios, programs or projects. Modernizing and integrating corporate systems is essential for maintaining the Department’s ability to meet internal and external stakeholder requirements and ensure financial integrity and internal controls. I-MANAGE has contributed to the department’s Performance and Accountability Report and compliance with the OMB requirements and the President’s initiative in budget and performance integration.



## **STARS/IDW (I-MANAGE) Business Line FISCAL YEAR 2007 – 2011 PLAN**

### **I-MANAGE Strategic Objectives:**

- Achieve President's Management Agenda
  - Financial Performance / Budget and Performance Integration / E-Government
- Consolidate Corporate Systems under one umbrella
  - Projects managed as a portfolio with visibility and understanding of interrelationships, cost/benefits, dependencies, and utility to corporate customers
  - Ensure common goals and objectives are identified and followed
  - Eliminate redundant systems and data
- Establish and follow a blueprint for unified systems
  - Align with Department's Enterprise Architecture
  - Consistent standards, common architecture reduce overall cost
  - Replace multiple, outdated systems
  - Establish strong, consistent standards for cyber-security

### **Background:**

The I-MANAGE program will integrate the Department of Energy corporate business management systems (financial and cost accounting, travel, payroll, budget formulation and execution, procurement and contracts management, and human resources) to provide management and staff the information they need to manage their programs/projects. The STARS/IDW WCF Business Line supports the operations and maintenance of the Standard Accounting and Reporting System (STARS) and the Integrated Management Navigation System (I-MANAGE) Data Warehouse (IDW). STARS and the IDW were introduced into the Working Capital Fund in FY 2006.

The I-MANAGE program also includes the Corporate Human Resource Information System (CHRIS), Strategic Integrated Procurement Enterprise System (STRIPES), and the Standard Budget System (SBS). CHRIS and Payroll are currently supported by a separate WCF business lines. STRIPES is projected to be included into the WCF in FY 2009 and SBS in FY 2010. The current planning assumes that STRIPES and SBS will use the same WCF Pricing Policy as STARS/IDW and that the STARS/IDW WCF Business Line will be expanded in FY 2009 and renamed the I-MANAGE Business Line. CHRIS and Payroll will remain as separate business lines because they use a different WCF Pricing Policy.

The STARS business line is similar to the CHRIS business line in that it finances a corporate system which was previously financed in the Departmental Administration (DA) Appropriation. Due, in part, to the constraints placed on the DA account by the appropriators and in order to further support the requirements of activity based costing, the department decided to finance the development of these systems in the Corporate Management Improvement Program (CMIP) and fund operations in the WCF.

## **STARS/IDW (I-MANAGE) Business Line FISCAL YEAR 2007 – 2011 PLAN**

### **STARS/IDW Mission:**

Provide for the operations and maintenance of the Department's corporate accounting system and business/financial reporting system.

### **STARS/IDW Vision for Near Term:**

Continue to support and enhance the Standard Accounting and Reporting System (STARS) and the Integrated Management Navigation System (I-MANAGE) Data Warehouse (IDW) to improve accounting operations and timely/accurate financial management and corporate business reporting to meet the needs of the Department's internal and external customers.

### **Major STARS/IDW Objectives:**

- Provide customers with accurate and timely financial management data/reports to manage programs/projects.
- Maintain systems that effectively support the Department's accounting and financial reporting operations.
- Maintain strong internal controls to ensure the integrity of the operations, data and reports.
- Enhance operational efficiencies to improve productivity.
- Evaluate and/or reengineer policies, procedures, and business practices to enhance operations and promote integration with other corporate business systems.
- Continue to develop and implement strategies to deploy technology and training to customers.

### **STARS/IDW Accomplishments:**

- January 2005 – Deployed initial I-MANAGE Data Warehouse (IDW)
- April 2005 – Deployed the Standard Accounting and Reporting System (STARS)
- May 2005 – Expanded the I-MANAGE Data Warehouse (IDW) to include financial data from STARS

### **FY 2006 – FY 2007:**

- Conducted an extensive on-site STARS/IDW training program for the field offices with the training tailored to the needs identified by each office.
- Met with each major program office customer to better understand their requirements and issues and conducted multiple IDW training sessions.
- Established the Program and Field Office Working Groups to share information with customers and obtain direct feedback.
- Implemented significant improvements to the I-MANAGE Help Desk.
- Developed and implemented enhancements to STARS to improve operational efficiency of the application software, improve interfaces, and strengthen edits/controls.
- Developed and implemented enhancements to IDW to provide new/enhanced reports and reporting tools for customers, including an executive level budget execution report for senior management.

## **STARS/IDW (I-MANAGE) Business Line FISCAL YEAR 2007 – 2011 PLAN**

- Worked closely with the Financial Management Program Management Office, Field CFOs and Program Office customers to implement modifications in STARS and IDW to correct start-up and data conversion issues and to improve the integrity of the data and usefulness of the systems/reports.
- Worked closely with Financial Statement auditors to help them gain a better understanding of STARS and to provide them with requested data/reports to support the audit.
- Conducted on-site (Field) training and operational assistance, specifically focused on site operational and audit issues.
- Supported the Energy Finance and Accounting Service Center in producing timely reports to Treasury.

### **Planning Process:**

The STARS/IDW Business Line plans to continue its efforts to improve operations and performance to support the Department's Management Excellence strategic objectives. The business line will work towards achieving the major objectives and report the progress to the WCF Board on a quarterly and annual basis.

Each year the business line updates its five-year plan using a balanced scorecard approach with objectives, performance goals to measure successes, and strategies to reach objectives. The pricing policies are based on the guidelines provided in the Working Capital Fund Guide to Services and Procedures (the Blue Book). The STARS/IDW Business Line recommends that the pricing policy and that the cumulative annual assessment of \$3.5 million remain the same for fiscal year 2007 and increase to \$4.5 million for fiscal years 2008 through 2011. The annual estimate for STRIPES, projected to begin in FY 2009, is \$2.5 million and the annual estimate for SBS, projected to begin in FY 2010, is \$2.0 million.

### **External regulation and partnerships:**

STARS and IDW comply with all federal regulations (OMB, Treasury, CFO Act, Cinger-Cohen Act, etc.) related to financial systems and information technology systems.

STARS and IDW are also aligned with the Office of Management and Budget Lines of Business.

### **Resources and capabilities of the organization:**

The STARS/IDW funding from the WCF supports the following operation and maintenance components:

- Application Hosting Environment (Hardware/Operating System/Database/Network Infrastructure support from CIO)
- Oracle License (Maintenance)
- Functional Application Support/Expertise
- Disaster Recovery
- Customer Service Help Desk

## **STARS/IDW (I-MANAGE) Business Line FISCAL YEAR 2007 – 2011 PLAN**

In addition to the CIO supported services, the STARS/IDW functional application support is provided by a small contractor team of functional (Oracle) experts. STARS/IDW are complex Oracle applications that provide the systems that support most of the Department's accounting operations and financial reporting. The Power Marketing Administrations do not use STARS and have only limited access to the IDW. STARS/IDW were deployed mid-year FY 2005 and introduced into the WCF in FY 2006. The current \$3.5 million is not sufficient to support basic operations. FY 2006 and FY 2007 received some supplemental funding from the Corporate Management Improvement Program (CMIP) for enhancements and some supplemental funding from the CFO budget for basic operations. If the WCF funding level is not increased in FY 2008 and beyond to \$4.5 million, the Project Managers will have to reduce the level of support and services being provided to its customers, specifically, technical staffing will be reduced that will impact responsiveness to addressing day-to-day operational issues and the timeliness of implementing future enhancements.

### **Needs and capabilities of customers:**

As in past years, the STARS/IDW Business Line continues to be sensitive to the customers' expectations and needs for accurate and timely accounting and financial reporting. The business line understands that customers are using STARS and IDW to track and manage their daily reservations, obligations, costs and payments required to support their programs/projects. STARS/IDW helpdesk information and customer outreach efforts and focus groups will continue to be the means used to obtain customer expectations, address concerns, measure performance, and communicate information.

### **Future competitive advantages:**

The STARS/IDW Business Line will continue to promote operational efficiencies and enhancements into STARS and IDW to improve service to its customers.

The main competitive advantages for STARS/IDW are sound/qualified project management, disciplined and documented configuration management processes, strong internal controls, high-level of subject matter expertise on project teams, best business practices incorporated into the application software, and a consolidated environment that promotes standard and consistent Department-wide policies and procedures.

The Federally-certified core accounting system (Oracle) places the Department in a position to support the Department's accounting and financial management needs for many years. It also places the Department in a position to support the current Office of Management and Budget's Lines of Business.

### **General Strategy:**

The general strategy is to continue the efforts to improve the overall operations of STARS and IDW and to promote the integration of all corporate business applications/functions.

## **STARS/IDW (I-MANAGE) Business Line FISCAL YEAR 2007 – 2011 PLAN**

### **Pricing Policy:**

The current STARS/IDW pricing policy is available in the WCF Blue Book at [www.wcf.doe.gov](http://www.wcf.doe.gov).

### **Performance Metrics:**

The I-MANAGE Help Desk and User Working/Focus Groups are being used to develop baseline customer satisfaction metrics. The Financial Management Line of Business (FMLoB) is also establishing a set of infrastructure performance metrics that will be reported to OMB on a quarterly basis. In addition, specific project-related metrics include:

#### **STARS:**

- Meet or exceed Departmental prompt payment goals – 95% of invoices paid on time.
- Month-end and Year-end closings – meet all operational due dates.
- Accurate and consistent Financial Statements and Reports – obtain unqualified audit opinion.

#### **IDW:**

- Information is used by customers for financial management decisions – monitor users/usage.
- Reduce the need for ad hoc data calls – increase data/reports available on IDW